

Administrative Procedure

CPCC-PRO-SH-077

PRC-PRO-SH-077

Reporting, Investigating, and Managing Health, Safety and Property/Vehicle Events

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Program: Occupational Safety and Industrial Hygiene Topic: Occupational Safety and Industrial Health

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• Solid Waste Operations Complex:

Excluded from USQ

Exclusion Reason:

N/A per PRC-PRO-NS-53097 Table 1

• Canister Storage Building/Interim Storage Area:

Excluded from USQ

Exclusion Reason:

N/A per PRC-PRO-NS-53097 Table 1

• Central Plateau Surveillance and Maintenance :

Excluded from USQ

Exclusion Reason:

N/A per PRC-PRO-NS-53097 Table 1

• Waste Encapsulation Storage Facility:

Excluded from USQ

Exclusion Reason:

N/A per PRC-PRO-NS-53097 Table 1

• 100 K Facility:

Excluded from USQ

Exclusion Reason:

N/A per PRC-PRO-NS-53097 Table 1

• Plutonium Finishing Plant :

Excluded from USQ

Exclusion Reason:

N/A per PRC-PRO-NS-53097 Table 1

• Transportation :

Excluded from USO

Exclusion Reason:

N/A per PRC-PRO-NS-53097 Table 1

• 324 Facility:

Excluded from USQ

Exclusion Reason:

N/A per PRC-PRO-NS-53097 Table 1

• PFP Ancillary Structures :

Excluded from USO

Exclusion Reason:

N/A per PRC-PRO-NS-53097 Table 1

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Change Summary

Description of Change

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Update records table

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1.0 INTRODUCTION

1.1 Purpose

This procedure summarizes the process for reporting, investigating, and managing Occupational Injury/Illness (OII) cases or events that have safety or health significance and for complying with U.S. Department of Energy (DOE) Contractor Requirements Documents of Directive (CRD) M 231.1B, *Environment, Safety, and Health Reporting*, CRD O 225.1B, *Accident Investigations*, and CRD O 226.1B, *Implementation of Department of Energy Oversight Policy*.

1.2 Scope

This procedure is applicable to Central Plateau Cleanup Company (CPCCo) Team employees.

Environmental Restoration Disposal Facility (ERDF) government vehicles owned, leased, or borrowed by ERDF operations that are involved in incidents resulting in damage to the vehicle will need to be processed as directed in CPCC-PRO-TP-53812, *Government Vehicle Accident Reporting*.

NOTE: Other reporting requirements not in this procedure are in CPCC-PRO-EM-060, Reporting Occurrences and Processing Operations Information.

1.3 Applicability

This procedure is to be used when reporting, investigating and managing CPCCo events relating to health, safety, and property/vehicles.

1.4 Implementation

This procedure is effective upon publication.

2.0 RESPONSIBILITIES

All responsibilities associated with this procedure are identified in the process steps.

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3.0 **PROCESS**

3.1 **Occupational Injuries and Illnesses Events**

Actionee	Step	Action
Responding Employee	1.	DIAL 911 from a hard line phone or 373-0911 from a cell phone for all onsite emergency events.
		 a. <u>IF</u> reporting from an offsite location, <u>THEN</u> DIAL 911.
	2.	PROVIDE assistance to injured/ill employee, which may include rendering first aid treatment.
		Employees with potential head, neck, back injuries should not be moved unless the employee's life is in danger.
	3.	REMAIN with the injured/ill employee until Emergency Medical Services (EMS) arrive (Hanford Fire Department [HFD]) or offsite EMS.
	4.	PROVIDE pertinent information as requested by HFD/offsite EMS personnel.
	5.	NOTIFY the injured/ill employee's management, if known.

NOTIFY the injured/ill employee's management, if known.

NOTE: Medical emergency events include, but are not limited to, breathing difficulty, loss of consciousness, severe bleeding, electrical shock (other than obvious static shocks), chest pain or pressure, and broken bones. When in doubt call 911 or 373-0911.

Injured/ill Employee(s) 6. NOTIFY the immediate supervisor/manager of OII as soon as possible after the occurrence of an OII. If the severity of the OII prohibits notification, another employee may provide the notification.

NOTE: When a reported OII worsens, or an OII is initially recognized after work hours, employee must notify his/her immediate supervisor/manager by the beginning of the next work shift. Employees will notify their supervisor/manager directly or through a notification process authorized by the supervisor/manager. It is not acceptable to leave a voicemail message or convey the information through a coworker.

- 7. INFORM the supervisor/manager and the Occupational Medical Service Provider (OMSP) of all visits to private practitioners, chiropractors, physical therapists, etc., AND PROVIDE information/documentation regarding treatments or prescription medication related to an OII.
 - NOTIFY Workers' Compensation Specialist.

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Actionee	Step	Action
Injured/ill Employee(s)	8.	REPORT to an OMSP Health Care Center for evaluation under the following circumstances:
		When instructed to do so by line management.
		When instructed to do so by the HFD.
		 When incurring an occupational injury not meeting self-treat criteria (see note below).
		 When incurring signs or symptoms of a chemical exposure or contact.
		 When incurring a chemical exposure over the occupational exposure limit (OEL) and not wearing the appropriate respiratory device.
		 When insufficient information exists as to whether a chemical exposure greater than the OEL occurred.
		When the concern is based upon the exposure event.

NOTE:

- Initial medical evaluations will be conducted by the OMSP with the exception of those cases involving emergency treatment, self-treatment of very minor injuries or occupational conditions occurring during times when the OMSP is not available. The OMSP will determine the need for follow-up evaluations through the offsite medical community.
- Self-Treat injuries are minor injuries (e.g., paper cuts, scratches, small splinters, insect bites without red streaks, swelling, or allergic reaction) and may be self-treated at the work site if the employee, the immediate supervisor/manager and Safety professional/Case Management Specialist (CMS) agree on that approach. Falls, electric shock (other than obvious static shock), strains, sprains, head injuries, eye injuries, and contusions are not minor injuries and require medical staff evaluation.

When a Self-Treat determination has been made, the Report Only/Self-Treat Incident Notification (Site Form A-6007-383) may be completed instead of the Event Report (Site Form A-6004-756).

Report only incidents are those where a worker does not exhibit signs or symptoms, but are evaluated at the OMSP. The Report Only/Self-Treat Incident Notification (Site Form A-6007-383) may be completed instead of the Event Report (Site Form A-6004-756).

 When a reported OII worsens or an OII is initially recognized after work hours, the employee will report to OMSP as soon as possible or when services are next available. If a private medical provider is seen, a written release to return to work must be obtained and provided to OMSP.

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Actionee	Step Action
NOTE:	
•	Hanford Fire Department (HFD). When the health service centers are closed, medical evaluation is available by transporting an injured/ill employee to the nearest fire station. The HFD does not provide treatment for minor injuries that can be self-treated at the work site or by OMSP. Emergency services are obtained onsite by dialing 911 from a fixed phone or 373-0911 (Patrol Operations Center) from a cellular phone.
Injured/ill Employee(s)	PARTICIPATE in an investigation of the OII or event resulting in a personal injury or illness.
	10. COMPLETE the employee section of the <i>Event Report (Event Report Instructions)</i> (Site Form A-6004-756) as soon as possible.
Supervisor/	11. ASSIST with medical response.
Manager	12. <u>IF</u> the employee was injured in a radiological area, <u>THEN</u> CONSULT with the Radiation Protection organization.
NOTE: •	Information from the Safety Data Sheets (SDS) is always of value and should be provided to medical staff when the chemical of exposure is known or suspected. This information aids in the medical decision-making process.
•	In all events involving chemical exposure/odor, an Industrial Hygienist should be contacted so that the hazard can be characterized when appropriate.
	13. INSTRUCT an employee to report to an OMSP Health Care Center for evaluation under the following circumstances:
	 When the employee has been instructed to do so by the HFD.
	 When the employee has incurred an occupational injury not meeting self-treat criteria (see note under 3.1.8).
	 When the employee has incurred signs or symptoms of a chemical exposure or contact.
	 When an employee incurs a chemical exposure over the OEL.
	 When insufficient information exists as to whether a chemical exposure greater than the OEL occurred.
	 When the employee has incurred an occupational injury not meeting self-treat criteria (see note under 3.1.8). When the employee has incurred signs or symptoms of a chemical exposure or contact. When an employee incurs a chemical exposure over the OEL. When insufficient information exists as to whether a chemical

When an employee has a concern based upon the exposure

event.

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Actionee Step Action

NOTE: Line management has primary responsibility to manage and report illnesses/injuries. As such, a supervisor or manager is expected to accompany injured or ill employees to the involved medical facility whenever possible.

Supervisor/ Manager

 ACCOMPANY <u>OR</u> SEND a delegate with the employee to the OMSP or community medical facility on initial visits and re-assessment visits.

NOTE: A medical restriction must be documented and understood by all parties (medical provider, the immediate supervisor/manager, HR Field Representative, project OSIH, and employee).

- 15. COMMUNICATE employee job requirements and expectations to the medical provider, when a medical restriction is being considered.
- 16. EVALUATE the employee's daily job tasks against OMSP medical restrictions.
- NOTE:

 All employees should be familiar with CPCC-PRO-HR-048, Reasonable Accommodations to Work Restrictions. It is CPCCo's goal to provide light duty work (suitable for their medical restrictions) whenever possible for employees who have a restriction due to occupational injuries or illnesses. Before an employee is sent home, the employee's management, Human Resources/Labor Relations (HR/LR) Representative and the involved CMS or CPCCo Case Management Technical Authority (CMTA) (if CMS unavailable) will concur that light duty work is not available, and the Manager, OS&IH or CMTA will be notified of the intent to send the employee home.
 - All employees and their supervisor/manager should review CPCC-PRO-HR-693, Return to Work, when anticipating time away from work and the necessary steps for returning to work.
 - 17. <u>IF</u> restrictions can be accommodated, <u>THEN</u> DOCUMENT the accommodation(s) with an email to CMS <u>AND</u> ASSIGN the employee only to those activities that can be performed within the established limitations.
 - 18. ADDRESS OR STABILIZE any unsafe condition involved in the OII.

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Actionee Step Action

NOTE:

Project/Function Vice Presidents are responsible for notifying the CPCCo President of any day away case, and for providing a briefing on these cases within 24 hours that includes what occurred, the extent of injuries and prognosis for recovery, the cause of the event, the corrective actions (taken, and proposed) to reduce the probability of reoccurrence.

Supervisor/ Manager

- 19. NOTIFY the next level of management, the Project/Function safety professional, and HR Field Representative.
 - INCLUDE notifications for all ambulance runs, both work and non-work related.
- 20. <u>IF</u> the injured employee is a subcontractor employee, <u>THEN</u> ATTEMPT to contact the subcontractor management <u>AND</u> NOTIFY the CPCCo Buyer's Technical Representative (BTR) and cognizant Contract Specialist.
- 21. DETERMINE the need for notification of spouse or family by conferring with the injured employee.

NOTE:

HR Field Representatives' phone numbers are listed by Project/Function in the PopFon Hanford Yellow Pages Link under "Human Resources."

- <u>IF</u> the employee is unable to respond due to severity of the injury, <u>THEN</u> CONTACT the HR Field Representative with pertinent information.
- 22. FOLLOW UP with the injured/ill employee to ensure reassessments are completed when scheduled.
 - NOTIFY the CMS immediately if there have been any changes in the employee's treatment or case status.
- 23. With concurrence from the injured employee, ARRANGE to meet the employee at the OMSP primary care facility at 1979 Snyder for an occupational medicine evaluation when notified that the employee is unable to report to work because of a work-related injury or illness and is ambulatory.
- 24. CONTINUE periodic contact with all employees who are off work due to any injury or illness.

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Actionee	Step	Action
NOTE: •	The CMS p	provides support as needed or requested for OII case ons. CMSs phone numbers are listed by Project/Function on the cupational Safety & Industrial Hygiene (OS&IH) website.
•	The following	ng should be considered when investigating an event:
	SecurePreserv	nd to the event immediately. the event scene. we evidence (including possible drug testing). and separately interview witnesses.
with the event, the apparent cause(s) of the Event Initial Investigation and Critique Mee Issues Management, and DOE 0 232.2, A		on of events will be for the purpose of identifying the facts involved ont, the apparent cause(s) of the event (see CPCC-PRO-EM-058, Investigation and Critique Meeting Process, CPCC-PRO-QA-052, agement, and DOE O 232.2, Attachment 5, Causal Analysis Tree) rective actions necessary to reduce the probability of event e.
Supervisor/ Manager		/ESTIGATE the event as soon as possible using a graded proach based on severity, complexity, and/or other factors.
	•	At a minimum, ESTABLISH a team that includes the involved employee, the immediate supervisor/manager and Project/Function safety professional to investigate any injury/illness resulting from an onsite event.
	•	The Project Hanford Atomic Metal Trades Council (HAMTC) Safety representative should be invited to participate in injury/illness investigations.
	veh <u>TH</u> <u>AN</u> for app	HEN any employee is involved in an event (for example: injury, nicle accident, property damage or loss event), EN NOTIFY the HR Field Representative D COMPLY with the requirements in CPCC-PRO-HR-042, Fitness Duty, as applicable to drug/alcohol screening, as well as olicable requirements of CPCC-PRO-HR-033, Employee scipline.
	A-6	ORK with employee to complete an <i>Event Report</i> (Site Form 6004-756) as soon as possible but no later than 2 business days orporating information obtained during the investigation process.

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Actionee	Step	Action
Supervisor/ Manager 28. <u>WHEN</u> the involved employee is unavailable, COMPLETE as much of the <i>Event Report</i> as possible AND SUBMIT within 2 business days.		
	a.	REVISE <u>AND</u> RE-SUBMIT the <i>Event Report</i> when the employee becomes available.
		 The ER form will also be used by OS&IH for trending purposes.

NOTE: Sensitive medical data/issues will not be described within a submitted CR.

- 29. SUBMIT a Condition Report (CR) as required by CPCC-PRO-QA-052 for issues requiring corrective actions.
 - Examples include: Correction to an unsafe condition, a noncompliant work instruction, an inadequate hazard analysis or prescribed control, improvement to accepted work practices, or when directed by management. Excluded from this requirement are actions that address personal behaviors that are handled via progressive discipline.
- 30. REVIEW <u>AND</u> REVISE as applicable any related Job Hazard Analysis (JHA) for injuries/illnesses incurred while performing work under the JHA to ensure controls are established to prevent future injuries or illnesses.
- 31. TRACK open prevention actions to completion.

NOTE:

Notification includes details such as date, time, employee's manager, organization code for which the work was being performed, involved contractor, assigned event investigator, synopsis of event, and corrective actions taken and planned.

CMS

- 32. NOTIFY immediately, in writing (email), the CPCCo Functional Organization Director for OS/IH or CMTA of an actual or potential Recordable Case and all ambulance runs involving employees, daily supervised employees or employees of subcontractors performing work for the Project/Function.
- 33. ASSIST line management as needed or requested in the investigation, management, and reporting of Olls.
- 34. REVIEW submitted *Event Report*(s) (Site Form A-6004-756) for adequacy,

AND PLACE in case file,

<u>OR</u> RETURN to the assigned Project/Function Safety professional for revision.

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Actione	e Step	Action	
CMS	35	5. SUPPORT line management's efforts to return employees to work as soon as medically possible through coordination of timely and appropriate medical evaluations by OMSP and/or other medical practitioners (see CPCC-PRO-HR-693).	
	36	6. ACCOMPANY Project employees incurring a work-related injury or illness to the OMSP or offsite medical provider on initial and re-assessment visits to assist the employee through the medical evaluation/treatment process.	
	37	7. INTERFACE with attending medical staff, AND INITIATE the event investigation.	
	38	 ENSURE all initial and re-assessment visits are documented in the involved case file. 	
CMTA		9. RECEIVE as the single point of contact for CPCCo OS&IH, medical information limited to OMSP Record of Visits and Audiograms AND DISTRIBUTE to the appropriate CMS for appropriate investigation.	
		 Audiogram results are necessary to determine potential OSHA Recordability of the hearing loss. 	
Project Sat Manager	fety 40	 ENSURE the Project HAMTC Safety representative is notified of the injury/illness. 	
	41	I. ENSURE submitted <i>Event Report</i> (s) (Site Form A-6004-756) are complete and submitted to the Project CMS within 2 working days of injury/illness occurrence.	
NOTE:	employee presults. Ac	P will use their Medical Examination Report to medically clear or deny participation in specific work activities based upon medical testing stual testing results will not be released by the OMSP to CPCCo with ion of audiograms as noted above.	
Classification Committee		12. REVIEW all Recordable and potentially Recordable case details, IDENTIFY additional required information as appropriate, AND DETERMINE the appropriate OSHA classification for the case Committee members include VP, Deputy VP SHS&Q, Director OS&IH, Manager, OS&IH, CMTA, and CMSs.	

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3.2 Government/Business-Related Vehicle Incidents or Government Property Damage

NOTE: Government/business-related vehicles used to transport personnel or equipment include, but are not limited to, cars, trucks, fork trucks, utility vehicles, ATVs.

Actionee Step Action

NOTE:

Refer to MSC-PRO-TRANS-483, Government Vehicle and Fleet Equipment Operation, Additions and Modifications, for additional requirements.

For ERDF, refer to CPCC-PRO-TP-53812, Government Vehicle Accident Reporting.

Employee

- 1. Immediately NOTIFY the appropriate authorities.
 - <u>IF</u> the accident is onsite and involves injuries/death, <u>THEN</u> CALL the Patrol Operations Center at 373-0911 from a cell phone or 911 from a hard line telephone.
 - <u>IF</u> the accident is offsite, <u>THEN</u> CALL **911** or the local law enforcement agency with jurisdiction.
- 2. NOTIFY immediate supervisor/manager of any vehicle accident.
- 3. COOPERATE with drug and alcohol testing as required by CPCC-PRO-HR-042.

Supervisor/ Manager

- 4. NOTIFY management, the Project/Function Safety professional, HR Field Representative, and CPCCo OS&IH (if off shift hours, NOTIFY OS&IH during next regular shift).
- 5. For accidents involving government vehicles, CALL the light equipment planner to arrange for the damaged government vehicle(s) to be inspected and a repair estimate prepared.
- IF a private vehicle/property is involved in an accident with a government vehicle or property, THEN NOTIFY the Project/Function safety professional, CMS, CPCCo General Counsel.
- COMPLETE AND SUBMIT an Event Report (Site Form A-6004-756) to the CMS
 AND PROVIDE a copy to CPCCo General Counsel as soon as
 - <u>AND</u> PROVIDE a copy to CPCCo General Counsel as soon as possible but no later than 5 business days after the accident.
- Based upon the results of the investigation, COMPLETE <u>AND</u> SUBMIT a CR as required by CPCC-PRO-QA-052 for those events that indicate potential noncompliance to procedures or processes or OFI.

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Actionee	Step	Action		
CMS	9.	REVIEW submitted <i>Event Report</i> (s) (Site Form A-6004-756) for adequacy and completeness per the <i>Event Report Instructions</i> .		
		 PLACE in case file, OR RETURN to the assigned Project/Function Safety professional for revision. 		

3.3 OSHA Record Keeping

Actione	e Step	Action
CMTA	1.	MAINTAIN the Log and Summary of Occupational Injuries and Illnesses (OSHA No. 300) as required in CRD M 231.1-1A for all employees and daily-supervised subcontractor employees.
	2.	PROVIDE statistical data (work hours/injuries/illnesses) on a monthly basis.
NOTE:	Reporting C	to the annual posting requirements, 29 CFR 1904.35, Recording and Occupational Injuries and Illness, includes requirements regarding ights of access to the OSHA 300 Logs.
	3.	PREPARE <u>AND</u> DISTRIBUTE copies of the annual OSHA 300-A Summary Report for management to post on facility bulletin boards (Required from February 1 to April 30) for employees to review.
Building Administra		POST copies of the annual OSHA No. 300-A summary when provided by the CPCCo OS&IH.
		 POST the summary for the entire months of February, March, and April.
CMTA	5.	SUBMIT new Computerized Accident/Incident Reporting System (CAIRS) reports (DOE F 5484.4, Tabulation of Work Hours) at least bi-monthly for receipt on or before 15th of the month or last working day of the month.
	6.	On a quarterly basis by the 10th of the month following the end of the Calendar Quarter, SUBMIT a CAIRS report prepared in appropriate detail for all revised OSHA Recordable cases.
		SUBMIT these reports via the CAIRS Direct Data Entry process.
	7.	REPORT quarterly work-hours by the 10th of the month following the end of the calendar quarter using the CAIRS Direct Data Entry process.
	8.	PERFORM a self-assessment of the accuracy and thoroughness of data contained within the CAIRS database through a quarterly reconciliation of data within CAIRS and OII databases and subcontractor records.

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Actionee Step Action

NOTE:

Personal information in Event Report(s) (Site Form A-6004-756), CAIRS Reports, Medical records, and other case support documents is protected under the Privacy Act. Access to this information is limited to the involved employee and those with a business need. This information must be protected from unauthorized access by securing the information in a locked repository or room when unattended. Release of the information is outlined in 29 CFR 1904.35, CPCC-PRO-IRM-184, Information Protection and Clearance.

CMS

- 9. MAINTAIN a hard copy case file for OIIs, vehicle incidents, or property damage incidents until such time the case is entered into Integrated Document Management System (IDMS). Closed cases to be submitted to IDMS at a minimum on an annual basis.
 - A standard file folder will be used to maintain case file information.
 - The file will be organized with the Event Report (Site Form A-6004-756), any other supporting documentation, and all OMSP Record of Visits associated with the case. The Case Summary will be included in the file folder.
 - The front of the file folder will be stamped Official Use Only (OUO) and include the exemption number and category, your name and organization, date and the related CPCCo procedure. Documents within the file folder containing OUO information will be stamped Official Use Only.
- 10. ENSURE initial case data is entered into OII database within 2 days of receiving an OMSP Record of Visit, notification of an OII, vehicle incident, property damage incident, or case number and updated within 2 days of receiving new case information.
- 11. ENSURE all case information required for CAIRS reports is entered into the OII database for new (initial) OIIs within assigned Projects/Functions on a bi-monthly basis by the 10th and 25th of the month.
- 12. ENSURE case information required for CAIRS reports is updated in OII database as conditions change (case classification, number restricted days, and/or number of days away) by the 5th of the month following the end of the calendar quarter.

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Action	iee Step	Action
CMTA	13	Periodically REVIEW information within the OII database for adverse trends, DOCUMENT issues on the electronic <i>Condition Report Form</i> in CRRS AND SUBMIT for processing.
	14	TRACK <u>AND</u> PUBLISH injury/illness performance in publications such as the <i>Monthly Performance Report</i> , the <i>PZAC Injury/Illness presentation</i> , and the <i>CAS Report</i> .
	15	PERFORM assessments of CPCCo recordkeeping and reporting practices at the direction of the manager of OS&IH.

4.0 FORMS

OMSP Record of Visit Report Only/Self-Treat Incident Notification Form, A-6007-383 Event Report, A-6004-756 Computerized Accident Investigation Reporting System Report (CAIRS), DOE F 5484.3 Tabulation of Work Hours, DOE F 5484.4

5.0 RECORD IDENTIFICATION

All records are generated, received, processed, and maintained in accordance with CPCC-PRO-IRM-10588, *Records Management Processes*.

Records Capture Table

Name of Document	Submittal Responsibility	Retention Responsibility
Event Report, A-6004-756	CMS	IRM Service Provider
Report Only/Self-Treat Incident Notification Form, A-6007-383	CMS	IRM Service Provider
Computerized Accident Investigation Reporting System Report (CAIRS)	CMS	CMTA
Completed OSHA No.300 and No.300A forms	CMTA	CMTA
Completed DOE F 5484.3 and DOE F 5484.4 forms	CMS	CAIRS Database Administrator
Completed OMSP Record of Visit forms	CMS	IRM Service Provider

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6.0 SOURCES

6.1 Requirements

5 USC 552A, Records Maintained on Individuals

10 CFR 851, Worker Safety and Health Program

29 CFR 1904, Recording and Reporting Occupational Injuries and Illnesses

CRD O 225.1B, (Supp Rev 0), Accident Investigations

CRD O 226.1B, (Supp Rev 0), Implementation of Department of Energy Oversight Policy

CRD M 231.1B, Environment, Safety and Health Reporting

6.2 References

DOE F 5484.4, Tabulation of Work-Hours

DOE G 231.1, Occurrence Reporting Causal Analysis Guide

CPCC-PRO-EM-058, Event Initial Investigation and Critique Meeting Process

CPCC-PRO-EM-060, Reporting Occurrences and Processing Operations Information

CPCC-PRO-HR-033, Employee Discipline

CPCC-PRO-HR-042, Fitness for Duty

CPCC-PRO-HR-048, Reasonable Accommodations to Work Restrictions

CPCC-PRO-HR-693, Return to Work

CPCC-PRO-IRM-184, Information Protection and Clearance

CPCC-PRO-IRM-10588, Records Management Processes

CPCC-PRO-QA-052, Issues Management

CPCC-PRO-TP-53812, Government Vehicle Accident Reporting